

## AZNET SLAs and Operations Scorecard - January 2008

Service Level Agreement	Target		SLA	SLA by Zone				Ticket Metrics		
				A	B	C	D	Ticket Count	Ticket Time	Average
CRITICAL SERVICE LEVEL										
Severity Level I (MTTR)	see 1.1		-2.91	-2.91	0.00	0.00	0.00	2	5.15	2.58
Severity Level II (MTTR)	see 1.2		-41.24	-19.94	-11.66	0.00	-9.65	12	44.76	3.73
Tier I Availability*	99.999%		99.986%					2	8.38	4.19
Tier II Availability*	99.99%		99.993%					9	28.94	3.22
Tier III Availability*	99.9%		99.999%					1	7.19	7.19
Tier IV Availability*	98%		99.999%					2	5.40	2.70
Site Chronic Problem	see 1.3		0							
PMO Escalation	see 1.4		0%					Ticket Count	# Missed	Average
STANDARD SERVICE LEVEL										
Severity Level 3 Tickets Responded to on Time*	100%			99%	99%	97%	100%	391	5	9.72
Trouble Tickets Not Reopened	98%		99%							
Service Requests Not Ticket Reopened	98%		99%							
On-Time Completion of Services*	95%		89%							
On-Time Completion of Projects*	95%		TBD							
Time to Dispatch*	98%		53%							
SYSTEM SERVICE LEVEL										
Severity Level I	Nov	Dec	Jan							
Severity Level I	-9.11	0.00	-2.91							
Severity Level II	-80.45	-31.11	-41.24							
Tier I Availability*	99.991%	100.000%	99.986%							
On-Time Completion of Service*	TBD	TBD	TBD							
On-Time Completion of Projects*	TBD	TBD	TBD							

Operations							
All Trouble Tickets by Type	Count	%	Avg. Time	Sev 1	Sev 2	Sev 3	Notes
Legacy Voice	524	68%					
IPT	33	4%					
Data	134	17%					
Call Center	45	6%					
Security	35	5%					
Total	771	100%					
Volumes	Count	Notes	MAC Resolved		Count		%
Activities Created	2655		Voice Hard MAC		751		45%
Activities Resolved	2699		Call Center Hard MAC		11		1%
% Resolved	102%		Hard MAC Subtotal		762		46%
Requests for Information	Count	Avg. Time	Voice Soft MAC		611		37%
Requests	275		Call Center Soft MAC		0		0%
Total	275		PON Change (BILL)		37		2%
Current Support	Count	Security (DRTC, SFWC, SPWR, SVPA, SVPD, SDUD, SDUA)		17		1%	
Seats Supported	40,321	Non Billable (911A,911D,NSOF,PRMN,NHRD)		29		2%	
Routers Supported	691	Soft MAC Subtotal		694		42%	
Monthly State-wide Hard MAC Allocation	672.02	T&M Labor Voice (LBV1, LBV2, LBV3, LBVQ, VAAL)		29		2%	
Monthly State-wide Soft MAC Allocation	3360.08	T&M Call Center (LBC1, LBC2, LBC3, LBCQ, CSUP, CDEV)		21		1%	
AZNET Support Desk ACD Stats	Count	%	T&M Data (LBD1,LBD2,LBD3,LBDQ)		31		2%
Offered	747		T&M Security (LBS1,LBS2,LBS3,LBSQ)		4		0%
Answered	686	92%	Equipment only (EQON)		34		2%
Terminated (voicemail)	35	5%	LVL1		78		5%
Abandon (hang-up)	26	3%	Misc. MAC Subtotal		197		12%
Avg. Time to Answer	18 sec.		Total		1653		100%

### Notes (Sample)

- Delivered Security Report
- Delivered Inventory Plan
- Look into MAC allocation for month of August.